



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #02-06

To: Benefits Administrators
From: Charles S. Reed, Associate Director
State and Local Health Benefits Programs
CC: All OHB
Date: April 8, 2002
Re: **EmployeeDirect and BES Instructions for Open Enrollment 2002**

During Open Enrollment, changes in health benefits selections may be made using *either EmployeeDirect or the Enrollment/Waiver form*. Personal Information changes, which include changes in address, telephone numbers, or covered dependent's social security numbers, may also be updated during this period. When an employee, retiree or VSDP participant uses EmployeeDirect the information is entered in BES for you. If an Enrollment/Waiver form is submitted, you must key the information in BES. Please encourage employees, retirees and VSDP participants to make their selections as soon as possible.

If you have questions about these instructions or experience BES data entry problems, please contact one of the following:

Active employees:

Herb Boyd (804) 371-6062
Teresa Fleming (804) 371-6465

hboyd@dhrm.state.va.us
tfleming@dhrm.state.va.us

Retirees:

Linda Lindquist (804) 371-6463

llindquist@dhrm.state.va.us

As always, thank you for your assistance.

EmployeeDirect Passcodes and E-Mails

1. EmployeeDirect will be available for Open Enrollment on April 15. Employees may use EmployeeDirect from *any* computer with Web Access (at work, at home, from your office, from the local library, anywhere!) You may want to post the attached EmployeeDirect flyer to remind your employees about using EmployeeDirect.
2. To login to EmployeeDirect, employees must have their identification number (social security number) and passcode. You may recall that initial passcodes were mailed to all employees last spring prior to the Open Enrollment period. Employees should use the passcode mailed to them unless they changed it in EmployeeDirect.
3. When EmployeeDirect receives a request for a new passcode, it will be sent to the employee's work e-mail specified in the system. Many work e-mail addresses have been updated by sending a file to DHRM. For details, please contact Belchior Mira at DHRM, bmira@dhrm.state.va.us. If you prefer, you may enter each employee's e-mail address with regular PMIS transactions.
4. Employees who do not have a work e-mail address may submit an Enrollment/Waiver form in lieu of using EmployeeDirect or you can have the employee contact the EmployeeDirect Security Officer at (804) 371-6465. The Security Officer may release the passcode if the user confirms specific information.
5. Once an employee logs in to EmployeeDirect with their identification number and passcode, they can receive all future communications from EmployeeDirect at *any* preferred e-mail address *anywhere*.

Open Enrollment and Personal Information Updates Using EmployeeDirect

1. EmployeeDirect will allow Open Enrollment selections from April 15 through May 15.
2. Open Enrollment changes requested through EmployeeDirect will automatically create a July 1 suspense record in BES and a BES turnaround document.
3. Personal information changes using EmployeeDirect may be requested one of two ways from the "Change Health Benefits Menu":
 - For an immediate effective date, the user should select "Update the Personal Information On Current Health Benefits Profile" *before* making a "Spring Open Enrollment" change.
 - For a July 1 effective date, the user may select "Spring Open Enrollment" and change *both* personal information and Open Enrollment selections.

EmployeeDirect Requests That Require Your Approval

1. This latest version of EmployeeDirect will also permit changes in health benefits due to qualifying mid-year events. When these requests are received, EmployeeDirect will tell the user that the request requires your approval before their Health Benefits Profile can be updated. At the same time, EmployeeDirect will build a pending transaction in BES, list the pending transaction on your BES Broadcast screen, and send you an e-mail notification. Use PSBPEN in BES to accept or reject a pending approval request.
2. Occasionally, EmployeeDirect will receive a request for a change when there is already a BES or PMIS record in suspense. When this happens, EmployeeDirect will e-mail you information about the request so that you can take the appropriate action.
For BES:
 - Use PSB305 to view and screen-print the suspense record.
 - Use PSB117 to delete the suspense record.
 - Use PSB301 and the appropriate reason code to enter the change due to a qualifying mid-year event. The EmployeeDirect e-mail serves as your documentation and authorization in lieu of an Enrollment/Waiver form.
 - Re-key (or send to OHB if necessary to re-key) the deleted suspense record.

Open Enrollment and Personal Information Changes Using The Enrollment/Waiver Form and Keying BES

1. BES will allow you to key Open Enrollment selections from April 15 through May 22. If you fail to meet this deadline, you must request an extension in writing from one of the contacts listed on the first page.
2. Open Enrollment changes are keyed in BES using PSB301 and reason code 56. *Reason code 56 will be disabled on Thursday, May 23.* The date you receive the Enrollment/Waiver form is entered for Receive Date and Event Date. This date must be a valid date between April 15, 2002 and May 15, 2002; it cannot be a date greater than May 15. The Effective Date is calculated by BES and will be July 1, 2002.
3. As you review Enrollment/Waiver forms received during the Open Enrollment period, look for both *Personal Information* and *Open Enrollment* changes. Personal Information changes, which include changes in address, telephone numbers(s) or covered dependent(s) social security numbers, may be keyed one of two ways:
 - For an immediate effective date, use PSB301 and reason code 57 *before* keying the Open Enrollment change.
 - For a July 1 effective date, you may use PSB301 and reason code 56 to update *both* personal information changes and Open Enrollment selections.

Enclosure: EmployeeDirect flyer